

What does Southtree do?

Southtree brings value to items that have been devalued. Southtree digitizes life's most important memories stored on aging media. Southtree converts VCR and camcorder tapes to DVD and digital files, creates digital images from slides, negatives, and photograph prints, and digitizes old movies film reels to new DVDs and digital files.

How long does it take?

All processing is done by our trained staff here at our digitization studio located in the United States. Orders take 8 weeks to process.

Do you return my originals?

Yes, we always return the original tapes, film, photos, or audio tapes that you submit?

Where are you located?

Our digitization studio is located in the heart of downtown Chattanooga, TN. We have a state-of-the-art facility with the latest technology, fiber optics, and a well trained team of nearly 40 technicians who preserve over 1,000 home movies each day. We're a leader in the industry! Today's offer is for our mail-in service, used by over 35,000 customers in the past 10 years.

How do we get our media to you?

Our trusted mail-in model is simple. You order online at southtree.com and then mail your media to our digitization studio located at 1301 Cowart Street, Chattanooga, TN 37402.

How do I redeem my Groupon?

You can visit southtree.com/Groupon and place your order online. Simply enter your Groupon code in the promo box to apply the discount to your order.

What if my order is over the Groupon amount?

Not a problem - you will simply pay the amount over the Groupon at checkout.

What can I get with my Groupon?

You can order any service or combination of services offered at

southtree.com/order

Can I send in different types of media?

Yes - you can include different formats of media. You can send in VHS tapes and film reels, or photos and audio tapes, for example. You can view all the services offered by Southtree at southtree.com/order

How much is return shipping?

Southtree offers a flat-rate for return shipping. Return shipped is just \$9.95 per order, and includes the return of your original media and new DVDs!

Can I combine my Groupons?

Each Groupon must be redeemed separately online at Southtree.com

What is the difference between a DVD and a DataDVD?

The standard DVD plays in a DVD player or in a computer. The DataDVD cannot be viewed in a DVD player, but plays in a computer and works perfectly for editing your video with editing software. You can view more information on this DataDVD service at southtree.com/dataDVD

Can you convert my camcorder tape?

Yes - we can convert all vcr and camcorder tape formats. We convert VHS, VHS-c, 8mm, Hi8, Digital8, MiniDV, MicroMV, Beta - all formats - if you don't see your format listed we can still convert it if you recorded it in your camcorder! You can view more information on this service at southtree.com/video-to-dvd

How many tapes go onto a DVD?

To ensure the best quality and consistency with each conversion, each tape is converted to its own DVD

What if my tapes are blank? I'm not sure what's on all of them.

Not a problem. Southtree technicians check to make sure each tape contains video.

Do you combine tapes?

To ensure the best quality and consistency with each conversion, each tape is

converted to its own disc. We can convert any tape length to DVD.

Can you convert audio tapes?

Yes, we are able to convert audio tapes to CD. You can view more information on this service at southtree.com/cassettes-to-cd-service

Can you process my photos?

Yes, we are able to convert slides, 35mm negatives, and photo prints, up to 8.5x11, into digital image files. You can view more information on this service at southtree.com/photos-to-digital

When you digitize my photos, what do I get?

You will receive a DVD with JPEG images, just like a modern digital camera creates. You can copy these images onto your computer to edit, upload to social sites, or even take to a printing kiosk to create prints. Photos discs do not contain slideshows, but you can easily create one from your digital files. You can view more information on this service at southtree.com/photos-to-digital

I have really old film reels, can you do those?

Yes, we are able to convert Regular 8, Super8, and 16mm film reels to digital. We utilize state-of-the-art digitizing equipment used by the Motion Picture Academy in Hollywood. It scans each frame and then compiles them digitally for smooth and clear playback that is amazing. You can view more information on this service southtree.com/film-to-dvd

How do you price your film service?

Film is priced based on the size of the reel. You can find pricing on this service at southtree.com/film-to-dvd